

I have been a member since 2001 under the screen name ynljam@aol.com and originally called to cancel my service in October 2002. At that time I was given a confirmation number which has since been lost as I have moved from Tennessee to California. I was told that service would cease in December 2002.

I called again in March 2003 as I was continuing to be billed for services which I had cancelled and was not utilizing. This time I was not given a confirmation number.

Today I called yet again and spoke with a Mr. Parvez who I found to be very unhelpful. The following are some of the things relayed to me by he...

1. AOL requires a two and a half year contract. I can not find this in your terms of service on-line.
2. He stated that I must remain a member until August 21, 2003.
3. He has offered a monthly reduction of \$9.00 providing I will log on and respond to surveys.
4. He stated that he will be sending me information concerning the surveys via e-mail and USPS. When I asked him to send it to my personal e-mail account at ynljam@cox.net he stated that it can not be done because of a firewall, it must be sent to my AOL account. I NO LONGER UTILIZE THIS ACCOUNT. I send e-mails daily to persons that reside behind a firewall and have never experienced a problem with delivery.
5. He also stated that I have another account PEGGERKY@AOL.COM which is being billed at \$23.00 per month and has been since 24 June 2002. I HAVE NEVER SET UP NOR AUTHORIZED THIS ACCOUNT.
6. When I asked to speak to a supervisor I was told that I couldn't because this was a service call.

In summary... I am very frustrated with the level of customer service and demand that service be immediately terminated. I also request that all funds applied against the PEGGERKY@AOL.COM account be refunded to me along with those of my YN1JAM@AOL.COM that have been continued to be withdrawn since December 2002.